Ethics Consultation Coordinator Training Tools and Hand-off Guide

Congratulations on your appointment to the role of Ethics Consultation Coordinator (ECC) and welcome to the IE team. As an IE team member, you will be joining VHA's cutting edge efforts to move ethics into the organizational mainstream and to coordinate ethics-related activities throughout your facility.

The aim of ethics consultation (EC) in health care is to help patients, staff, and other parties resolve ethical concerns. As coordinator of the ethics consultation function in your facility, your role is to manage and ensure consistency and quality in your ethics consultation service and to monitor progress toward completion of the IE quarterly programmatic achievement goals. You're also a core member of the facility's IntegratedEthics Council. If you are looking for more information about your specific role and responsibilities, see item **3.a.** below.

This document is designed to assist with the transition into your new role. As the new ECC, you will want to review the following training tools and IE program elements or processes and work closely with your outgoing predecessor as well as with other IE staff (primarily the IE Program Officer and Preventive Ethics Coordinator). If your predecessor is unavailable, you can work with the facility IE Program Officer to locate another ECC in your VISN to orient you to your new role as this should make the process much easier. If you don't know who your IE Program Officer is, contact your VISN IE POC for assistance. VISN POC's are listed on this link:

http://vaww.ethics.va.gov/integratedethics/keystaff.asp

The organization of this guide is in two parts. The first part outlines specific training tools that you will use as the ECC. The second part outlines specific information you will need to continue the work required of the EC Service.

Part I – Training Tools

1. **Website** (located on the VA inTRAnet)
   The primary source of materials for the IntegratedEthics Program is the National Center for Ethics in Health Care website: http://vaww.ethics.va.gov/integratedethics/index.asp.

   The following is a brief orientation to the website. On the right-hand side, in the "In the Spotlight Box", is the listing of the latest information available. There, you will find the link to the IE VISN and Facility SharePoint Site where you can view and share locally produced IE documents with your peers in other VISN's or facilities.
   http://vaww.infoshare.va.gov/sites/IntegratedEthics/default.aspx

   The left hand side has several categories to explore when looking for information about the National Center for Ethics in Health Care, including policies, publications and other activities to enhance your understanding about ethics in health care.

   The Ethics Consultation page is located here:
   http://vaww.ethics.va.gov/integratedethics/ecc.asp

2. **Mailing List**
   The next step is to register for the IE mailing list so you can get information updates and call reminders. You can register by following this link:
   http://vaww.ethics.va.gov/integratedethics/regindex.asp.

3. **Materials**
   To fully understand the IE program, all EC training materials can be found on the website at the following link: http://vaww.ethics.va.gov/integratedethics/ecc.asp

   a. EC Toolkit – Ask your IEPO for the blue 3 ring binder or download it from the website. Pages 2.5 - 2.11 specifically address the ECC role and responsibilities. http://www.ethics.va.gov/docs/integratedethics/Ethics_Consultation_Toolkit--20070228.pdf
   b. EC Primer – This core document outlines the approach to Ethics Consultation in VHA and is required reading for all ethics consultants. It is suggested that new ECC's read and become familiar with the Preventive Ethics (PE) and Ethical Leadership (EL) Primers as well. http://vaww.ethics.va.gov/ETHICS/docs/integratedethics/ec_primer_2nd_ed_080515.pdf
   c. EC Video – This is a fun two part video that accurately portrays an EC team in action and should be viewed by all ethics consultants. https://myees.lrn.va.gov/VideoEC1/View.aspx https://myees.lrn.va.gov/VideoEC2/View.aspx It is also suggested that new ECC's view the PE and EL videos.
   d. VHA Handbook 1004.06 – This explains the full IntegratedEthics program. http://vaww.va.gov/vhapublications/ViewPublication.asp?pub_ID=2932

   e. Online Learning Modules - The seven IntegratedEthics online learning modules are independent study resources for key domains of ethics in health care; each module takes about 20-30 minutes to complete. To locate the modules in TMS, simply type "IntegratedEthics" in the search catalog box. It is suggested that ECC's complete the Ethics Consultation module. You can obtain credit by self-certifying completion of the primer, video and online module training while in TMS. http://vaww.ethics.va.gov/integratedethics/onlinemodules.asp

4. **IE Program Reporting**
   Each facility and VISN is required to report achievement in each quarter toward the IE quarterly programmatic achievement goals. The VISN IE Point of Contact (POC) typically manages this process for each VISN. Achievement of all required elements (including Ethics Consultation, Preventive Ethics and Ethical Leadership) is due as at various points during the fiscal year. Each quarter, the VISN IE POC should send *Instructions for Facility Reporting* to the facility IE Program Officer who will work with you to complete the worksheet, documents and surveys as required. The IEPO returns the completed form and any additional required documents to the VISN IE POC. The IE Performance Measure Technical Manual and other useful information is available at the following link:
   http://vaww.ethics.va.gov/integratedethics/ieprogrpt.asp

5. **ECWeb**

The ECC helps to ensure that the EC Service enters all consultation activity into ECWeb, the VHA's online Ethics Consultation database. ECCs are expected to assist the facility ethics consultants with access and password resets as needed. If you do not have access to this database yet, email the National Center for Ethics in Health Care's IE Manager for Ethics Consultation found at:
http://vaww.ethics.va.gov/ETHICS/docs/integratedethics/ncehc_ie_staff_listing2015.docx

The ECWeb Training Module contains animated tutorials on the features and functions of ECWeb and can be found at this link: http://www.ethics.va.gov/ETHICS/ecweb/default.htm.

6. **Monthly Calls**

For ongoing support of the program there are monthly calls for each function within the IE Program. The EC call is typically the fourth Monday of the month. The schedule and summaries of all the calls are available on the IE website:
http://vaww.ethics.va.gov/integratedethics/TA.asp.

Locate the "ECC Orientation" call and, if possible, arrange your schedule to attend or look at current and/or past summaries posted on the Improvement Forum Call Summary page.

7. **Individual Support**

For individual support, you may contact the National Center for Ethics in Health Care's IE Manager for Ethics Consultation readily available through email or phone, and can be found through this link:
http://vaww.ethics.va.gov/ETHICS/docs/integratedethics/ncehc_ie_staff_listing2015.docx

Part II – Hand-off Guide for Facility Ethics Consultation Program
As the new ECC, you will want to review the following IE program elements or processes by working with your outgoing predecessor (ideally) as well as with current IE program staff (primarily, the IEPO and PEC). You may find the organizing table below helpful in tracking status.

1. Ethics consultation service meeting schedule and location
   a. Structure for meetings
   b. Education activities

2. How many consults were entered into ECWeb in the last fiscal year?
   a. Have ECWeb reports (Standard, Process and Evaluation) been generated to guide improvement activities?

3. Reporting process to IntegratedEthics Council and/or IEPO
   a. Reporting frequency
   b. Report format

4. IntegratedEthics Staff Survey – last administered in 2014. The All Employee Survey now incorporates five ethics questions.
   a. Report from 2014 available here: http://vaww.ethics.va.gov/integratedethics/iess.asp
   b. Findings from the survey
   c. Process for data extraction and analyzing data

5. Facility Workbook
    a. Available here: http://vaww.ethics.va.gov/integratedethics/workbook.asp
    b. Current findings
    c. Future plans to address

6. IE VISN and Facility SharePoint Site
   http://vaww.infoshare.va.gov/sites/IntegratedEthics/default.aspx
    a. Shared EC documents from the field
    b. ECWeb Quarterly Reports (National and VISN level)
    c. Document repository for EC Goals
7. IE program reporting
   http://vaww.ethics.va.gov/integratedethics/ieprogrpt.asp
    a. Reporting process
    b. Progress towards meeting this year's EC program reporting

8. Identify your VISN POC. To access this information, visit this link:
   http://vaww.ethics.va.gov/ETHICS/docs/integratedethics/ie_key_field_staff_list_by_visn_fy16_081616.pdf

Organizer

IE Program Element/Process	Current Status	Next Steps
EC service meeting schedule and location		
ECWeb		
Reporting process to IEC and or IEPO		
Facility Workbook		
IE VISN and Facility SharePoint Site		
IE Program Reporting		
VISN POC		